

## Welcome

Whether you are a new or an existing patient, we would like to thank you for choosing our practice. At Ingrams Dental Practice we provide high-quality treatment in a friendly environment. We are committed to continuing dental education and keeping abreast of the changes in modern dentistry. We encourage preventive techniques – helping you to understand how to maintain the health of your mouth and keep it free of tooth decay and gum disease.

We are delighted to offer the Ingram Care Plans – our own membership schemes, which enable us to provide you with the treatment and support necessary to control dental disease and restore your mouth to full fitness. Our modern health-promoting approach with continuing care means:

- ❖ Fewer fillings
- ❖ Less dental decay
- ❖ Less likelihood of toothache
- ❖ More attractive teeth
- ❖ More choice
- ❖ Reduced costs
- ❖ Helping to keep your own teeth for life.

## Your Choice For Dental Care With Us

As individuals we are having to make more and more provision for our own health needs. We at Ingrams Dental Practice believe that the best way of making treatment affordable, without compromising our high quality of care, is to offer you membership of our own Ingram Care Plans which provide the following benefits:

- ❖ A convenient payment scheme for routine treatment
- ❖ Greater choice of treatment and materials
- ❖ More time to help prevent decay and gum disease
- ❖ Finance facilities to spread additional costs
- ❖ A fair and equitable system where everybody pays the same
- ❖ Substantial discounts on additional treatments
- ❖ Worldwide Trauma and Emergency Callout Insurance
- ❖ Redundancy Protection.

## Your Child's Dental Care

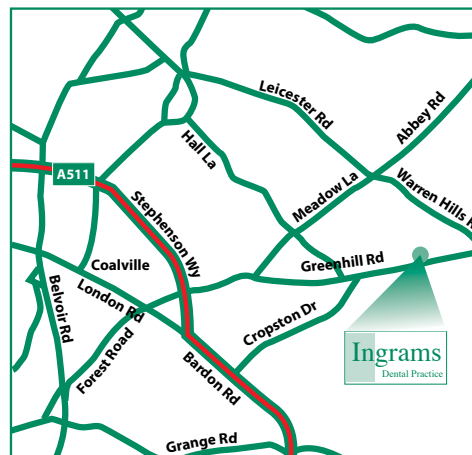
Children are born free of dental disease, yet by adulthood a significant proportion of the population has active gum disease and most people have experienced some tooth decay and even tooth loss. It is our belief that disease can be prevented. Our aim is to provide your child with the best dental care available to secure their dental health. We ask patients to bring their children from birth so that we can see them regularly on the NHS to help them grow up free from dental disease. For more information on the best option for your child's dental care please ask a member of our team.

## Practice Hours

|            |                   |
|------------|-------------------|
| Monday:    | 8.30 am – 5.30 pm |
| Tuesday:   | 8.30 am – 5.30 pm |
| Wednesday: | 8.30 am – 7.00 pm |
| Thursday:  | 8.30 am – 5.30 pm |
| Friday:    | 8.30 am – 1.00 pm |

If you have to cancel an appointment, please give us 24 hours' notice so that we can offer the time to someone waiting for treatment. We may make a charge for short notice cancellations or missed appointments.

## Map



We have disabled access and a large free car park.

## The Ingram Care Plan £10.29 per month

- ❖ Regular dental appointments (two per year) to provide:
  - Clinical examination
  - Checking for signs of oral cancer
  - Intra oral x-rays where clinically necessary.
- ❖ Regular hygiene appointments (two per year) to provide:
  - Scale and polish
  - Periodontal advice
  - Preventive techniques to reduce decay and gum disease.
- ❖ Assessment of emergencies and dental pain with any temporary treatment required, carried out at the practice during normal surgery hours.
- ❖ All treatment planning for your future dental needs.
- ❖ Production of study models when required.
- ❖ Free antibiotics dispensed at the practice.
- ❖ All subsequent remedial work within 12 months of recommended restorative work.
- ❖ 20% reduction off any laboratory-based treatments required, i.e. crowns, bridges and dentures.
- ❖ 20% reduction off any fillings.
- ❖ 20% reduction off other dental work (extractions, etc.).
- ❖ 20% reduction off any additional hygiene work.
- ❖ Finance facilities available for treatments over £500.
- ❖ Worldwide Trauma Insurance to protect against the cost of large unforeseen accidental damage.
- ❖ Emergency Callout Insurance, should you need a dentist in an emergency, anywhere in the world.
- ❖ Redundancy Protection for up to 12 months.

## The Ingram Premier Plan £16.69 per month

As for The Ingram Care Plan, plus members are entitled to an additional two hygiene appointments per year.

## The Ingram Denture Plan £3.99 per month

For patients with full dentures and no natural teeth. Members are entitled to one soft tissue examination per year, 20% reduction off new dentures and denture repairs, and all the insurance benefits of The Ingram Care Plan.

*Please note, discounts only apply to treatments carried out at the practice. Intra oral x-rays only included in the Plan.*

## Worldwide Trauma and Emergency Callout Insurance

**Emergency Callout** - cover can be provided by any dentist worldwide who agrees to treat you. You simply pay the Emergency Callout charge to the dentist concerned and collect a receipted invoice. This will then be processed through the practice for reimbursement from the insurers and you will be refunded the Callout fee, minus the excess, up to the policy limits. This cover is to provide immediate pain relief only; no additional or restorative treatment fees can be claimed. You should return to the practice in normal hours for any further treatment required.

**Dental Trauma** - cover is provided should you be unfortunate enough to suffer a dental trauma, for example, as a result of a road traffic accident or an accident at home or at work. The insurers will settle the claim up to the policy limits and you will need to pay any relevant excess.

**Hospitalisation** - benefit is provided should you have to stay in hospital as a result of dental trauma.

**Permanent Facial Disfigurement** - benefit is provided should you be scarred on the neck or face as a result of the accident.

**Oral Cancer** - a payment will be paid upon diagnosis of oral cancer.

**Redundancy Protection** - Plan premiums paid for up to one year (not included in the Registration and Insurance Scheme).

*A leaflet giving details of the insurance cover, limits, excesses and exclusions is available at the practice.*

### Statement of Price

*A total premium of £0.51 per month and for the initial period, as defined in the Certificate of Insurance (£0.49 plus Insurance Premium Tax of £0.02) for Dental Plan patients or a total premium of £9.25 per annum (£8.81 plus Insurance Premium Tax of £0.44) for Registration and Insurance Scheme patients is payable for the Worldwide Dental Trauma and Emergency Callout Insurance. There may be other taxes that will not be payable through us. Patients wishing to join a Dental Plan or a Registration and Insurance Scheme are required to take out Worldwide Dental Trauma and Emergency Callout Insurance. Premiums can be changed by providing you with 30 days' notice.*

*Practice staff are permitted to provide you with information about the insurance that is included in your Plan on behalf of Practice Plan Limited, the Plan Administrator. However, practice staff are not permitted to give advice about the insurance, e.g. to compare this insurance with other dental insurance in the market. If you have any questions about this insurance then please call Practice Plan Limited on 01691 684128.*

## Registration and Insurance Scheme

If you would prefer to pay on a fee-per-item basis, we require that you use our Registration and Insurance Scheme. Registration with the practice costs £34.50 per year and will include the insurance cover described above (except Redundancy Protection). It is, however, conditional upon you attending the practice at least once a year for a check-up and having any remedial work undertaken as soon as possible, payment for which is not covered.

## Finance Facilities

Finance facilities are available at the practice. We will be pleased to discuss the details with you.

## Emergencies

In case of an emergency during practice hours, please contact the practice immediately. We will always endeavour to see a patient in pain on the same day.

For emergencies out of surgery hours please call the NHS on-call service on 0845 6031322 or alternatively you may call the Private on-call service on 0115 9425733. Please note there is an emergency call out fee of £100 for the latter which may be claimed back through the insurance scheme (please see your policy for full details).

## Safety

We take all necessary precautions to safeguard you and our staff. We follow recommended guidelines with regard to sterilisation of instruments and the use of disposable items, e.g. gloves and needles. We are happy to answer any questions you may have.

## How Do I Register?

Please call in at the practice where an Agreement will be completed. This will require your signature and bank account details for the Direct Debit instruction. Direct Debits are collected from your account on the 8th of every month. Benefit from cover will commence from the 8th of the month (Effective date on the dentist/patient Agreement) provided the signed Agreement is received no later than seven business days after the Effective date.

If you have any queries, please ask a member of staff.

# Ingrams

## Dental Practice



## Dental Care Plans



INVESTOR IN PEOPLE

### Dental Surgeons

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